

5200 - PUBLIC SAFETY COMMUNICATIONS BUREAU ADMINISTRATOR

NATURE OF WORK

This is highly responsible supervisory and administrative telecommunications work directing the operations of the City of Miami Beach Public Safety Communications Bureau (PSCB) which is responsible for the effective operation of the emergency and non-emergency automated communications and information systems, radio transmitting, and related equipment.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Plans, supervises, coordinates, evaluates, and trains paraprofessional, technical, and clerical personnel involved in diversified functions including: processing emergency and non-emergency public safety and other calls; dispatching personnel and equipment; and processing data from various information systems.

Coordinates work schedules and resolves staffing problems within and among shifts.

Develops and implements operational and administrative standard operating procedures for public safety communications consistent with federal, state and local law.

Insures effective operation of the emergency and non-emergency PSCB including automated systems, radio transmitting, and related equipment.

Supervises the 800Mhz radio system integrity regarding radio failures and database security; verifies telephone database integrity related to 911 systems.

Assists subordinates in resolving tactical and technical equipment problems.

Compiles and evaluates operation data to determine training needs, objectives, priorities and effectiveness.

Analyses research and maintains contacts to stay informed on current developments, program, regulations and procedures in communications, training and supervision; incorporates relevant new information into training programs.

Evaluates performance of public safety communication personnel.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of current uses of emergency and non-emergency, automated communications and information systems, radio and telephone operations, recorders, computer aided dispatch systems, and related equipment and procedures.

Thorough knowledge of PSCB standard operations.

Thorough knowledge of local geography, roadways, landmarks, and Jurisdiction boundaries.

Thorough knowledge of applicable federal, state, and local laws, ordinances, and regulations; City, police, and fire practices, procedures, laws, policies, and terminology.

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Thorough knowledge of the City and other agencies sufficient to respond to or redirect citizen inquiries.

Ability to plan, supervise, evaluate, and train personnel performing a variety of diversified functions in a manner which promotes high morale and effective performance.

Ability to understand, retain, apply, and instruct others in detailed and complex written, verbal, and demonstrated procedures, information, and regulations as applied to a variety of situations.

Ability to analyze information from a variety of sources, assess a situation, use sound judgment in drawing valid conclusions, and take appropriate action in crises situations which may include life and death decisions.

Ability to maintain excellent concentration and recall details of several events occurring simultaneously.

Ability to effectively prioritize duties when dealing simultaneously with numerous functions.

Ability to react quickly, accurately, and calmly in stressful and emergency situations.

Ability to communicate effectively, verbally and in writing, and maintain effective working relations with other employees, other agencies, and the general public by means of radio, telephone, or person-to-person contact.

Ability to prepare and maintain accurate detailed records and prepare detailed comprehensive written or computerized reports, analyses of statistical data, procedures, and training materials.

Ability to research and verify information and resolve discrepancies.

Ability to research, develop, plan, administer, evaluate, and revise procedures, manuals, and training programs consistent with current guidelines and meeting training needs.

MINIMUM REQUIREMENTS

Two (2) years supervisory experience in a police, fire/rescue, or equivalent emergency dispatch center. Experience must include training, evaluating, scheduling, and disciplining subordinates. Additional experience may substitute for education on a year-for-year basis. DESIRES: A Bachelor's degree in Police/Public/Business Administration, Systems Management, or closely related field. Management experience in a police or fire/rescue emergency dispatch center.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling,

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sitting, standing, pushing, and pulling.

SUPERVISION RECEIVED

General direction and specific assignments are received from a Police Commander. Work is performed with extensive latitude for initiative and independent judgment and is reviewed through staff meetings, conferences, inspections, and observation.

SUPERVISION EXERCISED

Incumbent plans, directs, controls and is held accountable for the activities of all subordinate, with considerable latitude to exercise sound technical and command judgment in the conduct of all phases of assigned duties.

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